

## **Facility Based CLEC Activation Requirements**

### **Overview**

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#### **REQUESTING CSRs**

This section helps CLECs learn how to request CSRs (Customer Service Records) before placing orders for end users.

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#### **ISSUING ORDERS**

This section contains instructions necessary to place orders for service and references to the required forms.

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#### **RESOURCES/CONTACT INFORMATION**

This section includes a helpful access guide to our home page.

Also included is contact information for:

The CLEC Interconnection Sales Account Team

The BellSouth Interconnection Services Training Department

The BellSouth Advertising and Publishing Corporation (BAPCO)

Customer Support/Maintenance Centers

The Unbundled Network Element Center (UNEC)

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#### **APPENDIX**

This includes tabbed examples of all the necessary forms described in this manual, a detailed look at BellSouth Policies, and a Glossary (to decipher all the acronyms).

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**Facility Based CLEC Activation Requirements**

## Section I

**CLEC Account  
Establishment****ESTABLISH A "Q" ACCOUNT**

The forms or actions described in this section must be completed.  
Submit the necessary information and completed forms to—

BellSouth Interconnection Services  
Presale Quality Team  
9<sup>th</sup> Floor  
600 N 19<sup>th</sup> ST  
Birmingham, AL 35203

Expect to receive a response in approximately ten business days.

An example of each form, along with any accompanying instructions,  
can be found in "Appendix A."

Before a new account can be established, BellSouth must be provided with  
the information to determine deposit and advance payment requirements.  
This will be required before establishing the Master Account and submitting  
orders for processing.

BellSouth may require the CLEC to provide proof of satisfactory credit with  
BellSouth or pay a deposit and/or an advance payment prior to processing  
service requests. BellSouth will accept an irrevocable Bank Letter of Credit or  
a Surety Bond in lieu of a deposit.

The CLEC should complete the "Customer Credit Data Sheet" form, an  
example of which is located in "Appendix A." The form can be found on the  
web at—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.861.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.861.gif)

Also necessary is the "BellSouth Interconnection Services Credit Profile."  
There is an example of this form in "Appendix A," as well as on the web—

[http://www.bellsouth.com/interconnection/forms/lec/lec\\_form.htm](http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm)

Download the "Acrobat Reader," if needed, from the link on this page, then  
click the "PDF" icon next to the form description to proceed to the form.

**Facility Based CLEC Activation Requirements****Section I****CLEC Account  
Establishment**

***Following is a list of other items which may also be required—***

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**DEPOSITS**

A deposit is a sum of money or security obtained by BellSouth from the CLEC to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be reviewed routinely and larger deposits will be requested on accounts, when appropriate.

Deposits for CLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services.

Additional deposits may apply for additional services. Each deposit applies to only one individual Q Account.

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**SURETY BONDS**

A Surety Bond is a legal obligation stating that a security company guarantees payment of accounts in the event of default by the bonded CLEC. The bond must be obtained from a security company fulfilling all BellSouth standards.

**Facility Based CLEC Activation Requirements****Section I****CLEC Account  
Establishment**

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**BANK LETTER OF CREDIT**

A Bank Letter of Credit is a legal document issued by a financial institution guaranteeing a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on [name and location of bank]
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees that are charged to BellSouth by its collecting bank would be added to any CLEC unpaid amounts and deducted from the amount secured by the Letter of Credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.

**Facility Based CLEC Activation Requirements****Section I****CLEC Account  
Establishment**

[REDACTED]

The CLEC should contact the Public Service/Utilities Commission (PSC/PUC) in each state they intend to offer service to determine certification requirements. Each state commission requires every CLEC to be certified (licensed) in the state where it plans to do business. Proof of such certification is required for the CLEC to complete the Master Account Application.

Contact the PSC/PUC (in each applicable state) for the appropriate documentation.

[REDACTED]

CLECs must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof is not provided, applicable taxes will be billed.

The letter referencing this requirement can be found in "Appendix A."

The "Certificate of Continuing Exemption from Federal Excise Tax on Telecommunications Services" form is also in "Appendix A."

[REDACTED]

The CLEC must complete the Master Account Application, upon which BellSouth will establish a "Q" Account. This account is used to bill the CLECs for the services they order for their customers.

The CLEC will need the "BellSouth Master Account Application—Competitive Local Exchange Carrier" form, found on the web at—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.858.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.858.gif)

**Facility Based CLEC Activation Requirements**

Section II

**Doing Business as  
a CLEC****BEFORE ORDERING SERVICES**

The forms or actions described must be completed. Submit the necessary information and forms specified to—

BellSouth Interconnection Services  
Presale Quality Team  
9<sup>th</sup> Floor  
600 N 19<sup>th</sup> ST  
Birmingham, AL 35203

An example of each form, along with any accompanying instructions, can be found in "Appendix B."

Service requests cannot be processed without an Operating Company Number (OCN), a 4-digit number assigned by the National Exchange Carrier Association (NECA). Contact NECA at 201.884.8355 for appropriate information. The FAX number for NECA is 201.884.8469.

The "NECA Non-Member Company Code Request Form" that is required can be found at the following URL—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.860.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.860.gif)



**Facility Based CLEC Activation Requirements****Section II****Doing Business as  
a CLEC**

The CLEC must sign a Letter of Authorization (LOA) prior to processing service order requests. This LOA is required for CLECs to have access to BellSouth's Customer Service Records (CSRs). In addition to this LOA, the CLEC must sign a blanket LOA to be placed on file with BellSouth and relieves the CLEC of the responsibility of sending an individual end user LOA with each request. The LOA does not relieve the CLEC of securing and maintaining authorization from every end user whose CSR it will view or use. BellSouth may request a copy of the end user authorization obtained by the CLEC from the CLEC's end user to view and/or use in the event of an end user dispute.

This "BellSouth Blanket Letter of Authorization Agreement for Local Service Providers" is on the web at—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.854.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.854.gif)

and

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.855.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.855.gif)



A form is required to advise BellSouth how to handle a misdirected call from the CLEC's end user. For example, a CLEC's end user calling BellSouth Repair for maintenance or repair issues or BellSouth Customer Service to order additional services will be given the appropriate CLEC number(s) provided by the CLEC for misdirected calls.

The name of this form is "Telephone Number for Misdirected CLEC Calls—CLEC Contact Number." The web address for a sample form is—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.857.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.857.gif)

CLECs may use the following number to refer BellSouth end users who dial a CLEC in error to BellSouth for assistance— 800.282.9973

**Facility Based CLEC Activation Requirements****Section II****Doing Business as  
a CLEC**

Providing a contact number for Customer Name and Address information is done pursuant to a reciprocal agreement between BellSouth and the CLEC. BellSouth will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to BellSouth users. An investigation is necessary when toll charges are denied/questioned by the end user. The CLEC is assigned a unique access code when the Master Account Application is processed.

A sample of a letter (referencing toll call investigations) is on the web—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.852.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.852.gif)

The Primary Interexchange Carrier/IntraLATA Primary Interexchange Carrier (PIC/LPIC) Change Notification is a report provided to Resellers when the end user's PIC/LPIC of record changes. This report will provide the CLEC with an up-to-date record of the end user's account for subsequent order activity and accurate records for trouble reporting.

The CLEC only receives notification of PIC/LPIC changes for service requests processed mechanically through the EASC. Service orders issued in the LCSC at the request of the CLEC will not be included in the report.

To receive the report, the CLEC must complete the PIC/LPIC Change Notification Form and forward to the Equal Access Service Center (EASC) at the address provided below. Notification to the Reseller is mechanically generated after the service request has completed.

Manager— Equal Access Service Center  
BellSouth Interconnection Services  
600 19th Street North  
Floor 15  
Birmingham, AL 35203

For GA, FL, NC, SC— 780.2778

For AL, MS, LA, TN, KY— 557.6001

(In BellSouth territory, area code may be needed where 10-digit dialing is required)

Outside BellSouth area— 800.456.9127

The form required is the "PIC/LPIC Activity Notification Report," and it is located in "Appendix B."

**Facility Based CLEC Activation Requirements****Section II****Doing Business as  
a CLEC****CLEC END USER SUPPORT**

CLECs must establish Customer Service functions to initiate service orders for their customers. CLECs must maintain all end user records (BellSouth does not manage this)

[REDACTED]

The CLEC must establish its own independent billing method and system for billing its end users. BellSouth establishes a Q account from the completed Master Account Application for billing the CLEC for any services the CLEC orders for its end users. After completing all pre-ordering requirements, the CLEC should work with the account team representative to determine a billing option.

[REDACTED]

CLECs are responsible for the keeping and administration of records and end user communications related to all repair and maintenance activities. BellSouth does not manage any repairs or maintenance for any CLEC. CLECs can access their end user records online, perform analysis, and trouble testing, and initiate a repair visit as necessary. Reference the "Resources/Contact Information" section in this manual.

**BELLSOUTH RECOMMENDATIONS**

CLEC personnel should include Customer Service Representatives, Repair and Maintenance personnel, and Service Order Entry Representatives. It is strongly recommended that the personnel team be trained in BellSouth ordering, provisioning, billing, and maintenance systems as well as have a basic knowledge of phone etiquette. The personnel team should also have a basic knowledge of local telecommunications as well as basic computer skills in order to effectively place orders. The most effective CLECs have some computer programming expertise on their staffs. Some suggestions for basic computer skills would be knowledge of Windows 3.1, spreadsheet use, and document preparation.

The CLEC should clearly profile those market segments targeted where it would like to do business. A basic knowledge of the state Public Service/Utility Commission (PSC/PUC) regulations is strongly recommended as well.

**Facility Based CLEC Activation Requirements****Section III****Billing Format  
Options****BELLSOUTH BILLING SYSTEMS**

For each billing site, BellSouth will provide the CLEC with one Customer Record Information System (CRIS) bill and/or one Carrier Access Billing System (CABS) bill each month per type of access, unless limitations of BellSouth's billing systems prohibit such arrangements. The number and type of CABS bills produced are in accordance with CABS Billing Output Specifications (CBOS) guidelines.

Electronic receipt is recommended. A paper bill is available.

Electronic payment processes are also available and recommended.

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**END USER BILLING ARRANGEMENTS**

Existing end user billing agreements (i.e., BellSouth® CLUB<sup>SM</sup> service billing) will be discontinued for the end user WHEN the end user switches from BellSouth to a CLEC.

**Facility Based CLEC Activation Requirements****Section III****Billing Format  
Options****CRIS BILLING**

CLUB (Customized Large User Bill) is the recommended format for the CLEC to receive its billing. BellSouth believes the CLUB process will provide a bill format that accommodates the needs of the CLEC. The format will allow the CLEC, through the use of different options, to associate most of his BellSouth Telecommunications (BST) billing charges to his end users. Some charges, such as E911 and, in some states, directory assistance, are bulk billed at the billing account level for all CLUB customers and would need to be allocated to specific end users by the CLEC.

CLUB will enable the CLEC to disaggregate his BST billing information. Billing can be sorted by earning number (end user's billing account number) and/or an end user identifier code. One end user identifier code can be assigned by the CLEC for each of his end user accounts. Further identification of charges for the CLEC's end user accounts will be the responsibility of the CLEC.

Other CLUB features that will enable the CLEC to separate charges for his end user accounts are the Sort Tax and Directory Assistance Sort options. The Sort Tax option will apply applicable taxes at the sort level. The Directory Assistance (DA) Sort option, in states where the DA option is available, will sort DA charges to the sort level. These features will sort the taxes and DA charges to the earning number and/or customer identifier level.

**BILLING REQUESTS**

Requests for the establishment of CLUB billing for the CLEC should be directed to the LCSC. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services. The EBS office can be reached through the assigned Account Team.

**Facility Based CLEC Activation Requirements****Section III****Billing Format  
Options**

[REDACTED]

EDI (Electronic Data Interchange), or BellSouth® CLUB\*EDI<sup>SM</sup> service, is the automated exchange of business transactions between computer applications in a national standard format and structure. The 811 Transaction Set used for CLUB\*EDI is an American National Standards Institute (ANSI) format. CLUB\*EDI will provide the CLEC with data which can be easily applied to its internal applications to perform mechanized accounting, inventory, and financial functions.

If the CLEC is not already handling EDI transactions, start up costs for the CLEC may be applicable. Other CLEC costs include transmission and/or Value Added Network (VAN) costs and BST testing and transmission costs.

[REDACTED]

Diskette Analyzer Bill (DAB) will provide the CLEC with an efficient tool to receive and analyze the monthly telephone bill data. One DAB per billing site will be generated and can be provided on 3.5" diskette or CD-ROM. The CLEC may choose to receive only the DAB or may also receive a paper bill in addition to the DAB.

The monthly charges for DAB are both recurring and non-recurring.

**Facility Based CLEC Activation Requirements****Section III****Billing Format  
Options****CABS BILLING**

[REDACTED]

The CABS paper bill will follow CBOS guidelines.

The CLEC must be able to read standard IBM format, EBCDIC (Extended Binary Code Decimal Interchange Code), and have software/program to read out the magnetic tape.

[REDACTED]

CONNECT:DIRECT, formerly known as Network Data Mover, or NDM, is available. CONNECT:DIRECT is a trademark of Sterling Software, Inc.

This method requires a facility (private line, etc.) for connection to a BellSouth data center. The facility arrangement is identical to that required for CMDS hosting. The CLEC could translate the data into the appropriate application for processing.

Note: Electronic payment is an option available to the CLECs for either CRIS or CABS billing.



**BELLSOUTH CLEC TRAINING**

Competitive Local Exchange Carriers represent a radical transformation of the local telephone market. The competition of multiple local service providers in a single geographic location is as new as it gets.

But the ins and outs of local service are not new to BellSouth. So now, in a series of unique training seminars, BellSouth's experience and expertise operating as a local provider is available to CLECs in classes designed to help them successfully enter and compete in this developing market.

Whatever the CLEC's overall level of telecommunications experience may be, these intensive training courses offer important and valuable information.

Any class selected will increase the CLECs understanding of the CLEC/BellSouth relationship and the procedures and services involved. These classes will improve the CLEC's ability to interface effectively with BellSouth. And that means:

- Improved efficiency
- Customer satisfaction
- Increased productivity
- Reduced employee expense

The seminars are taught by certified instructors experienced in BellSouth and the telecommunications industry. Seats are available on first come, first serve basis.

We also offer onsite delivery of each course. Call 888.404.9899 for details (some restrictions apply).

**COURSE OFFERINGS**

CLEC Basic is a five-day course that covers pre-ordering, ordering, provisioning, billing, and maintenance of BellSouth products and services.

Specific topics include: pricing of services, use of the CLEC Ordering Guide, pre-ordering information requirements, use of BellSouth databases, interpreting a Customer Service Record, filling out ordering documents, order entry, the role of the Account Team, the provisioning process for resale services, due date assignments, change and cancellation policies, how each service is billed, maintenance policies and procedures, and overall business procedures.


This two day class includes a network overview as well as product descriptions, pricing, sales applications, end user benefits, order entry, billing, and maintenance for local exchange residence service, local exchange business service, Touchtone, hunting, custom calling features, Caller ID— Basic and Deluxe, Call Waiting Deluxe, Remote Call Forwarding, BellSouth® RingMaster® services, BellSouth® TouchStar® services, Message Telephone Service (MTS), optional calling plans, Georgia Community plans, BellSouth® Area Plus® plan, BellSouth® Complete Choice® service, Area Plus with Complete Choice, BellSouth® Visual Director® service, and \* MemoryCall® voice messaging system.

This two day class includes a network overview as well as product descriptions, pricing, sales applications, end user benefits, order entry, billing, and maintenance for PBX trunks, Direct Inward Dialing (DID) trunk services, Off Premise Extensions, CENTREX, BellSouth® ESSX®, BellSouth® Digital ESSX® service, BellSouth® MultiServ® service, MultiServ Plus, Enhanced 911, Payphone Access Line/BellSouth® SmartLine® service, and MemoryCall.

## Facility Based CLEC Activation Requirements

### Section IV

### CLEC Training

  
BellSouth currently offers hands on OSS training on Local Exchange Navigation System (LENS), Electronic Data Interchange (EDI), and Trouble Administration Facilitation Interface (TAFI).

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#### LENS

LENS provides electronic access to BellSouth databases and systems, enabling a CLEC's representatives to verify an end user's address, assign a telephone number, determine the services and features available on a specific central office switch, determine appointment availability for the inquiry, determine due date for firm order made, and view end user service records. *NOTE: Not to be used for ordering facility-based services.*

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#### EDI

EDI interface is for ordering and provisioning all resale and facility-based services. CLECs can access EDI by building an interface to BellSouth's specifications or by utilizing a third party software developer.

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#### TAFI

TAFI is an interactive system that enables the CLEC service representative to enter trouble reports, modify reports, and receive estimated times for repair completion.

For registration, contact the assigned account team. The CLEC should meet the following minimum requirements before attending the OSS training sessions:

- must have a signed agreement with BellSouth
- must have connectivity to LENS, EDI, and/or TAFI interfaces, or connectivity within two weeks after training
- must have a Q account (billing account number) and an Operating Company Number (OCN) established with the Local Carrier Service Center.

**Facility Based CLEC Activation Requirements****Section IV****CLEC Training**

[REDACTED]

The ISDN class concentrates on the technical description and ordering requirements for BellSouth's Basic and Primary Rate Interface service offerings that enable customers to access multiple digital network services over BellSouth's local network.

The three-day session opens with a brief service description of ISDN followed by a review of the BellSouth tariff references and pricing structure. The main focus of the session is on order requirements and includes an example on how to complete the Local Service Request (LSR) form and associated service forms required to order this service.

[REDACTED]

This two-day class addresses BellSouth's Unbundled Network Elements (UNEs). The curriculum includes service description, ordering procedures, implementation guidelines, and billing and maintenance procedures.

Students will gain knowledge on Network Interface Devices (NIDs), Unbundled Voice Loops (UVLs), Unbundled Data Loops (UDLs), and a variety of other UNEs.

[REDACTED]

This three day class includes a data communications overview as well as product descriptions, pricing, sales applications, user benefits, order entry, billing, and maintenance for BellSouth® SynchrōNet® service, BellSouth® AccuPulse® service, BellSouth® MegaLink® service, MegaLink Channel, MegaLink Plus, BellSouth® LightGate® service, Frame Relay, Connectionless Data service, Broadband Exchange Line service, BellSouth® FlexServ® service, and ISDN.

[REDACTED]

This three day class includes a data communications overview as well as product descriptions, pricing, sales applications, user benefits, order entry, billing, and maintenance for Frame Relay, Connectionless Data Service, Broadband Exchange Line Service, FlexServ, ISDN, BellSouth® SMARTPath® service, BellSouth® SMARTRing® service, and Native Mode LAN Interconnection (NMLI).

**Facility Based CLEC Activation Requirements****Section IV****CLEC Training**

Products and Services Overview is a two day class that covers the features, functions, and differences in BellSouth local services— Residential and Business and Voice and Data.

The Voice Products Overview covers residential basic local service, business basic exchange service, Measured-rate Telecommunications Service (MTS), optional calling plans (i.e., BellSouth® Area Plus® plan), BellSouth® Complete Choice<sup>SM</sup> plan, hunting service, custom calling services, BellSouth® MemoryCall® plan, BellSouth® MultiServ® service, BellSouth® RingMaster® service, PBX trunks, DID trunking service, and Off Premise Extensions (OPEs).

The Data Services Overview explains BellSouth's 2.4-64 kbps digital data services, DS1-DS3 digital data services, ISDN, Fast Packet service, LAN to LAN connectivity, BellSouth's data services that utilize a self healing ring topology and SONET technology, and BellSouth's network management and reconfiguration tool.

The MultiServ curriculum concentrates on the technical description and ordering requirements for BellSouth's central office based CENTREX-like service.

The three-day session includes a service description, review of the BellSouth tariff references, and a review of the pricing structure. The main focus of the session is on order requirements and includes an example on how to complete the Local Service Request (LSR) forms required for ordering this service.

**Facility Based CLEC Activation Requirements****Section IV****CLEC Training****COURSE SCHEDULE**

The CLEC Training course schedule is available for viewing or download from the BellSouth Interconnection Services web site—

[http://www.bellsouth.com/interconnection/training/clec/clec\\_sch.pdf](http://www.bellsouth.com/interconnection/training/clec/clec_sch.pdf)

A copy of the schedule can be mailed to the CLEC on request.

Note that the schedule may change based upon attendance totals and other factors— please verify course availability

Call 888.404.9899 for details.

**COURSE REGISTRATION**

The CLEC Training course registration form is available for viewing or download from the BellSouth Interconnection Services web site—

[http://www.bellsouth.com/interconnection/training/clec/clec\\_frm.pdf](http://www.bellsouth.com/interconnection/training/clec/clec_frm.pdf)

A copy of the registration form can be mailed to the CLEC on request.

Call 888.404.9899 for details

**Facility Based CLEC Activation Requirements****Section V****Operational  
Interfaces****LENS**

The Local Exchange Navigation System (LENS) provides the CLEC with the ability to order interactively by issuing noncomplex orders on a real time basis. This interface provides both pre-ordering and ordering. *NOTE: Not to be used for ordering Facility Based Services.*

Pre-ordering provides the CLEC with the ability to validate the end user address, reserve a telephone number, validate the availability of desired features and services by end office, and review the due date calendar.

Ordering provides the CLEC with the ability to issue service orders for all non-complex services (excluding UNEs). LENS will allow a switch-with-changes or a new connect on a maximum of six lines. It will also allow new connects, disconnects, suspend, and restore orders on up to six lines and supplements to existing orders. A switch-as-is can be issued on non-complex and complex services (unlimited number of lines).

The three options for accessing LENS, and the costs associated with these connection methods are as follows:

- Dial-up connection— requires a SecurID card per user; CLEC will need a toll call accessing modem pool to utilize application
- LAN-to-LAN connection— CLEC incurs cost of provisioning a minimum of a 56 kbps (or preferably a T1) type circuit to a BellSouth data center location
- Internet— public Internet access provider charge; cost of Verisign digital certificate (for security purposes)

**Facility Based CLEC Activation Requirements**

## Section V

**Operational  
Interfaces****EDI**

EDI is a means for companies to exchange business documents electronically. EDI stands for Electronic Data Interchange and is defined as the computer application to computer application exchange of business documents in a standard format via a computer to a computer over a communications path.

Companies that exchange transactions using EDI are called trading partners. Trading partners must define the business information that is necessary to transact business. This information is then encoded to fit a standard EDI transaction set for data transmission. EDI requires the use of industry standards that defines the format and the data content of the business transaction. This allows for the computers to clearly understand the transaction expected and the data necessary to conduct that transaction.

To say this differently, if a trading partner desires to make a purchase electronically via EDI, the Purchase Order Transaction Set (850) would be used to pass required information, such as contract and billing information, type of service ordered, features, etc. The 850 Purchase Order transaction set has predefined data segments and data elements.

There are three basic components of EDI— they are Standards, Software, and Communications. They are described in more depth on the following page.

Following these descriptions are the connection methods available for EDI.



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**STANDARDS**

Standards, developed by American National Standards Institute (ANSI) Accredited Standards Committee (ASC) X12, are utilized within the EDI environment. As a committee of the Alliance of Telecommunications Industry Solutions (ATIS), the Telecommunications Industry Forum (TCIF) acts to ensure that the ANSI ASC X12 standards used appropriately address the business needs within the telecommunications industry. TCIF acts as a guideline-setting organization to promote understanding and implementation of these standards and the use of technology for the execution of electronic data interchange. Four EDI sub-committees of TCIF develop proposed EDI transaction sets and/or implementation guidelines for use within the industry.

Financial EDI  
Procurement  
Telephone Bill Work Group  
Service Order Subcommittee

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**SOFTWARE**

Software, which is the second component of EDI, is ordinarily referred to as translation software. This software translates information from the format used in the application to the EDI standard format with standard content for the appropriate transaction set and then communicates the EDI message.

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**COMMUNICATIONS**

Communications, the third component of EDI, is the means for transmitting the EDI message document containing the EDI data.